



Chemical Monitoring Waiver Program Revisions Lean Event

Summary

Create more effective and simpler Chemical Waiver Monitoring Program Application and mailing processes



Using Lean Value-stream mapping, we were able to visually see and better understand the process. We identified opportunities for improvement and are implementing them

Team

Sponsors:

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Event Manager:

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Participants:

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- Leah McKenna
- Katie Murphy
- Kim Bourguoin
- Steve Roy
- Deb McDonnell
- Greg Cummings
- Christopher Vaughn, Secondwind Water Systems, Inc.
- Daniel Wojcik, Pennichuck Water Service Corporation
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The Process

Water suppliers are required to test for volatile and synthetic organic compounds (VOCs and SOCs, respectively). NHDES offers a sampling waiver process, in which the suppliers have to apply and send educational mailings to nearby residents and businesses, reducing the testing frequency requirements.

The Problem

- The Chemical Waiver Program Application and mailing processes have not been updated in close to 25 years.
- There are many steps in this process, which may be unnecessary.
- The admin rules for this program were up for renewal, and stakeholder and internal input for improvement was desired.



The Goals

- A more efficient and effective **online** waiver application process better suited for both DWGB staff and applicants, while being consistent with applicable regulations as well as causing no harm to the environment.
- **Fewer hours** by NHDES staff and applicants spent on applications and educational mailings.
- **Additional systems** participating in the program.
- **Modified** administrative **rules** to reflect any changes to the process.

The LEAN Process

The event took place over three, ½ day sessions. With input from DWGB staff and external stakeholders, we:

- Reviewed the goals of the project
- Mapped the current process using swim lanes.
- Reviewed the current swim lane map and brainstormed ways to improve process.
- Mapped out a future state
- Created an implementation plan to ensure we would get to the future state.

The Results

The new process the team came up with has the following benefits:

- New online forms, empowering suppliers to know their systems.
- Reduction in cycle time for process from 137 days to 111 days per quarter.
- Work time reduced by 62 hours per quarter.
- Increased advertising for Waivers program with permits and sanitary surveys.
- Better understanding of people participating with intern reviewing which systems have applied.
- Great Lean training opportunity for all team members.

